

# **UNIFIED SERVICES ENTITLEMENT ARCHITECTURE**

## **ABSTRACT OF THE DISCLOSURE**

[47] A system, method and apparatus for determining a support entitlement level are provided. A product support request is received from a customer. A technical support identification (TSID) is also received from the customer. The TSID is validated and classified. The TSID may be classified into at least one of several classifications. One of the classifications is a contract classification. At least one of several support levels are assigned to the classified TSID. The assigned support level corresponds to the TSID classification. The TSID is received, validated, classified and the support level assigned before a product support agent is notified of the product support request. Then the assigned support level is delivered.